

Annual Report January 2014

The mission of the PDD Business Office is to support that of the Agency of Transportation to provide for the safe and efficient movement of people and goods.

The vision of the PDD Business Office is to support that of the Agency of Transportation for a safe, reliable and multi-modal transportation system that promotes Vermont's quality of life and economic well-being.



HIGHLIGHTS OF THE YEAR

Construction Contracts

- Improved Final Estimate Process
- New NTP (notice to proceed) Process Implemented

Consultant Contracts and Grants

- Consultant Evaluations resulted in some Consultants meeting with the PDD Director;
- Implemented new monthly reporting process to the Finance & Administration Grants Unit for sub-recipient monitoring.

Payroll

- Implemented new ERP (Enterprise Resource Planning) Statewide System for over 300 employees which includes new payroll, expenses, recruiting and HR modules;
- Trained Payroll Staff to ensure smooth transition into the ERP System.

Expenses

- Changed Expense Report process from paper to electronic entry directly into VISION financial system;
- Provided training for approximately 75 employees for the new process and continue to train as needed.

Administrative Support Services

- Converted to Electronic Files using OnBase and completed Quality Control reviews of the process;
- Created Common Supply Area which improved inventory control.

Financial Support Services

- Cross-trained for vendor and consultant payments processing;
- Developed rigorous Budget Monitoring and Reporting Tools.

Key Performance Indicators

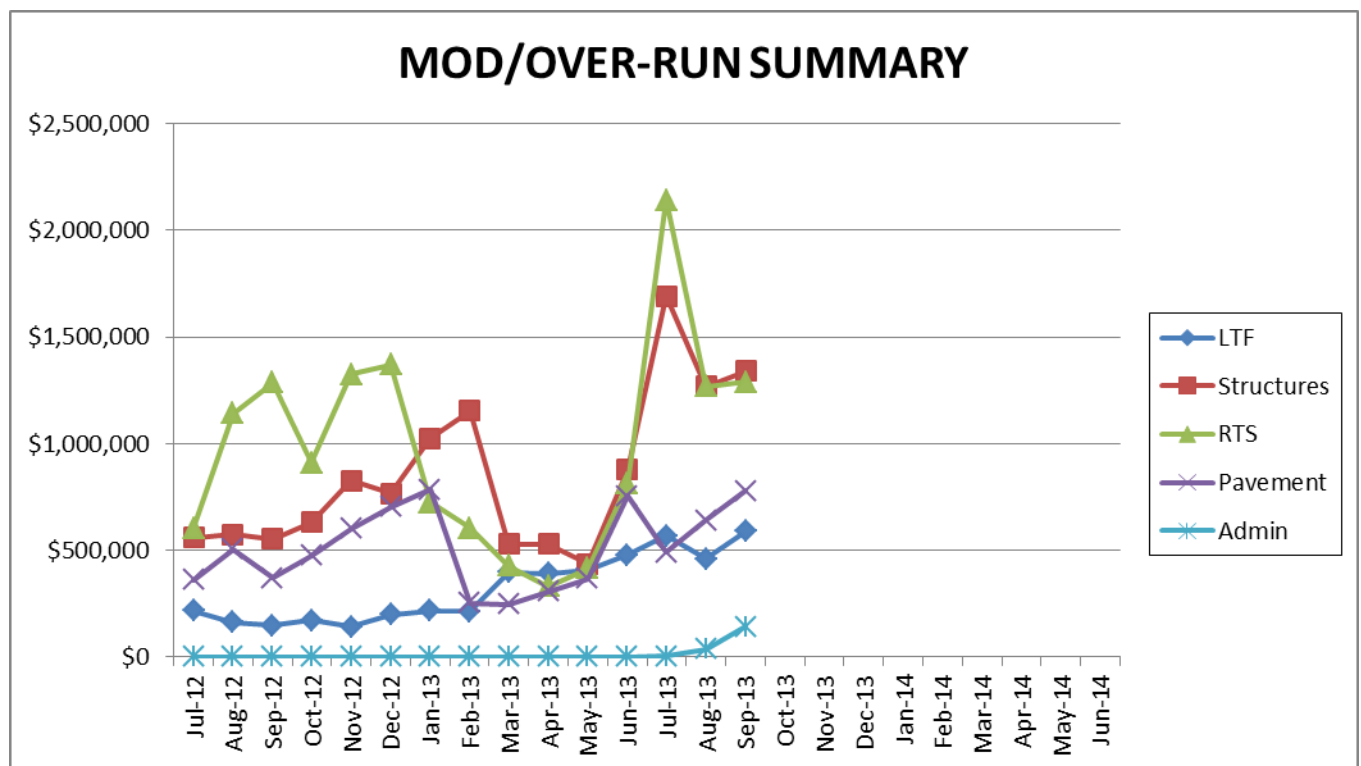
PDD Business Office Quality Doctrine KPI is to complete 85% of Work Authorizations within 2 weeks. Over the course of the past few years, VTrans has reduced the number of project specific consultant contracts and increased use of the retainer contracts. These retainer contracts are meant to significantly reduce the amount of time it takes to assign the project work to the consultants. With the recent emphasis on accelerated project delivery, even more work is being assigned through these retainer contracts. This KPI has been established to measure how long it is actually taking for a Work Authorization under the retainer contracts to be fully approved in order for work and invoicing to commence. Measuring the time this process takes is the key to understanding the work involved and if the increased use of the retainer contracts has meant an increase in the work load of the staff involved. With the assistance of the IT Section, the process to automate the collection of this data should allow us to be able to measure the amount of time this process takes and also help to determine if the work is appropriately assigned or if the work load should be reassessed.

The Business Office has been working with F & A's Management Section, IT, PDD's Director and Assistant Director in an effort to find opportunities for improvements to the Modification process (MODS) of Federal-aid Projects to cover project overruns.

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Our goal has been to reduce the amount of State dollars expended on Federal project overruns to a reasonable amount as expeditiously as possible, while maintaining the integrity of the process. It has been agreed that a reasonable receivables amount would be around \$2.5 to \$3 million, however, during the busy construction season, this amount has crept up to \$9 million in August 2013.

We have worked with VTrans' IT staff to simplify the amount of work involved in analyzing these overruns for the Project Managers by making the project expenditure information available by phase of work with one click of the "90%" (expended) projects report. We are also going to look at the possibility of sending the MODS from the F & A Division right to the Project Managers or at least to each section's representative to cut down on the time it takes transmitting them. Other improvements being looked into include any potential for further automation of the receivables into the MODS list, and working with FHWA through their "Every Day Counts" initiative to develop an overrun threshold that could be grouped and modified without detailed VTrans' Project Manager Reviews being performed.



Section Management

- ERP – new payroll & expense Statewide systems and processes implemented with resolutions to ongoing issues
- Trained New Staff - 30% of Staff Retired in early 2013
- The Move – extremely high level of disruption to daily routine of all employees for an extended period of time, however, payments and invoices were processed in a timely manner
- Developed a Plan to reduce State Funds tied up on Federal project overruns due to MODS Needed
- Organized Leased Space, Copiers and Vehicles for continuous monitoring
- Upgraded all staff to 2010 Office Suite

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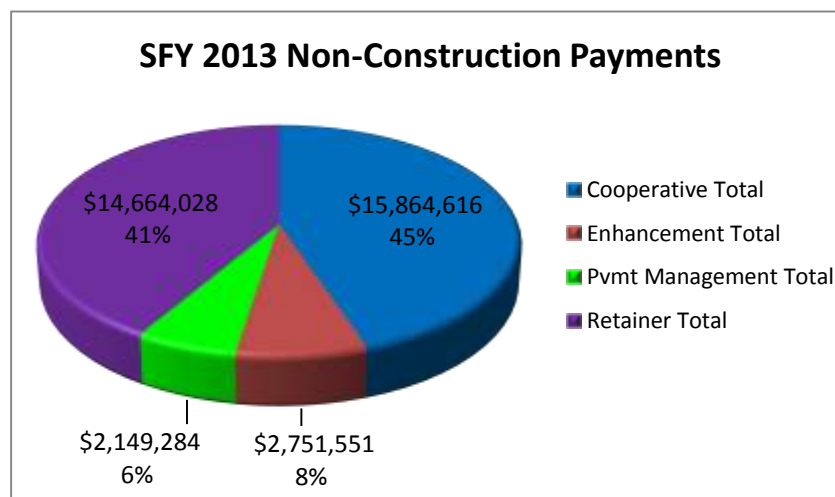
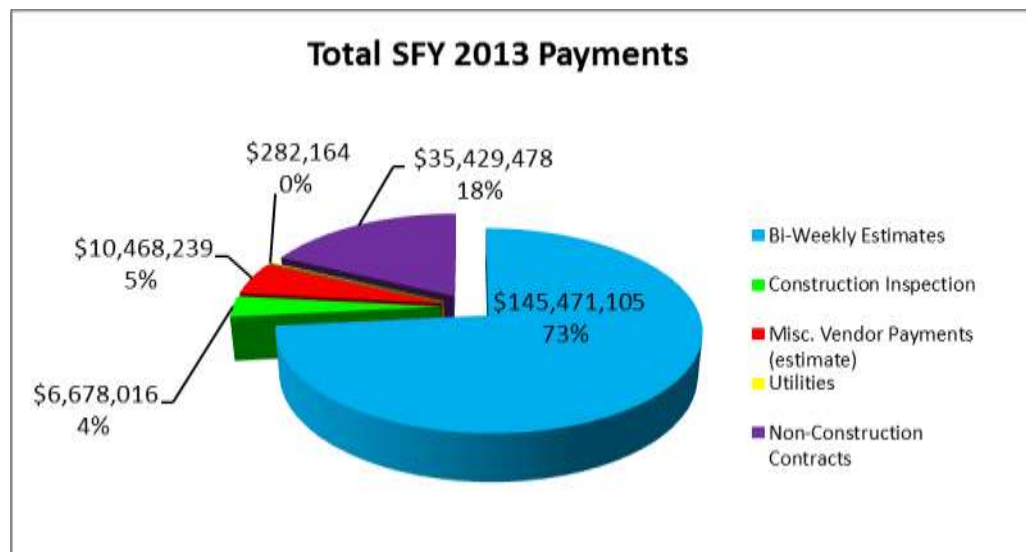
Unmet Needs

Procedure to track Work Authorization has not been fully realized. The process to complete them in a more timely fashion has not yet been successfully implemented. Working with IT to automate the tracking process.

Goals For Next Year

- Provide Training for 2010 Office Suite Programs
- Refine the 5-year PDD IT Replacement Plan
- Develop a New Asset Form and post on intranet for all to use
- Complete cross-training for all aspects/work efforts of PDD Business Office to build strength
- Continue to improve the MODS process for Federal overrun projects
- Complete all work associated with the Director's 2013 KPI's

Section Statistics



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